

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>28-JAN-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10379396</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>FARIBAULT</p>	<p>State</p> <p>MN</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2A4RR8DGXE [REDACTED]</p>		<p>Make</p> <p>CHRYSLER</p>	<p>Model</p> <p>TOWN AND COUNTRY</p>	<p>Model Year</p> <p>2010 2011</p>	
<p>Date Purchased</p> <p>20 JAN 2011</p>	<p>Dealer's Name and Telephone Number</p> <p>Harry Brown 507-332-7441</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>6</p>	<p>Fuel Type:</p> <p>Gas/E85</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>FARIBAULT</p>	<p>State</p> <p>MN</p>	<p>Zip Code</p> <p>55021</p>		
<p>Transmission Type</p> <p>AUTO</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>FWD</p>	<p>Multiple Failure:</p> <p>ALL THE TIME</p>	<p>Incident Date(s)</p> <p>26-JAN-2011</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 137000 VISIBILITY: REAR WINDOW WIPER/WASHER NO! Left side Heater duct trim reflects into side rear view mirror</p>			<p>Failure Mileage</p> <p>50</p>	<p>Failure Speed</p> <p>30</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM9ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Manufactured:</p>		<p>Model No./Name:</p>		
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>N</p>	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2011 CHRYSLER TOWN AND COUNTRY (N/A). THE CONTACT WAS DRIVING APPROXIMATELY 30 MPH WHEN HE NOTICED THERE WAS CHROME RING AROUND THE PASSENGER SIDE HEATER DECK, CAUSING A REFLECTION IN THE REARVIEW MIRROR. THE CONTACT STATED THAT THE REFLECTION WAS VERY DISTRACTING TO HIM WHILE DRIVING AND WAS CONCERNED WITH THE POTENTIAL OF A CRASH. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 50.</p>					
<p>SAFETY HAZARD! CHROME TRIM causes false image in left mirror</p> <p>OTHERS COULD BE INJURED</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

Subject: FW: NHTSA: Follow up to ODI Complaint: 10379396
Date: Tuesday, February 22, 2011 10:58:10 AM
Attachments: [Safety report on 2011 Town and Country chrome trim.pdf](#)

Cynthia T. Wells
Operations Manager
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration, Dept. of Transportation
W48-129

 cynthia.wells.CTR@dot.gov

 202-366-5233 (office)

 202-510-5259 (mobile)

Report Vehicle Safety Defects!



www.safercar.gov

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, February 22, 2011 10:31 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10379396

From: [REDACTED]
Sent: Monday, February 21, 2011 9:52 AM
To: EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10379396

Your fax number did not work, reports an error #344..

Attaching pdf of CHANGES and CORRECTIONS.

Re: 2011 Town and Country –Touring L model VIN 2A4RR8DGXBR [REDACTED]

Chrome trim around left heater duct on dash reflects into drivers window and causes false image in the outside left rear view mirror.

[REDACTED]
[REDACTED]
Faribault, MN 5 [REDACTED]
[REDACTED]

From: EVOQ@dot.gov [mailto:EVOQ@dot.gov]
Sent: Tuesday, February 22, 2011 8:25 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10379396

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

